

IN THE SPECIFICATION

Please replace the paragraph beginning at page 1 line 9 to page 2, line 7, with the following rewritten paragraph:

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The present document contains subject matter related to that disclosed in commonly owned, co-pending Application Serial No. 09/784,074 ~~XX/XXX,XXX~~ filed February 16, 2001, entitled SYSTEM, METHOD, AND COMPUTER PROGRAM PRODUCT FOR SUPPORTING MULTIPLE SERVICE PROVIDERS WITH AN INTEGRATED OPERATIONS SUPPORT SYSTEM (Attorney Docket No. 200876US-8); Application Serial No. 09/784,068 ~~XX/XXX,XXX~~ filed February 16, 2001, entitled METHOD AND SYSTEM OF EXPANDING A CUSTOMER BASE OF A BROADBAND DATA SERVICES PROVIDER (Attorney Docket No. 202385US-8); Application Serial No. 09/784,069 ~~XX/XXX,XXX~~ filed February 16, 2001, entitled SYSTEM, METHOD, AND COMPUTER PROGRAM PRODUCT FOR SUPPORTING MULTIPLE SERVICE PROVIDERS WITH A TROUBLE TICKET CAPABILITY (Attorney Docket No. 202586US-8); Provisional Application Serial No. 60/268,871 ~~XX/XXX,XXX~~ filed February 16, 2001, entitled SYSTEM, METHOD, AND COMPUTER PROGRAM PRODUCT FOR DYNAMIC BANDWIDTH QUALITY OF SERVICE (QOS) PROVISIONING (Attorney Docket No. 202661US-8 PROV); Provisional Application Serial No. 60/268,870 ~~XX/XXX,XXX~~ filed February 16, 2001, entitled SYSTEM, METHOD, AND COMPUTER PROGRAM PRODUCT FOR DYNAMIC BANDWIDTH PROVISIONING (Attorney Docket No. 202663US-8PROV); Provisional Application Serial No. 60/268,896 ~~XX/XXX,XXX~~ filed February 16, 2001, entitled SYSTEM, METHOD, AND COMPUTER PROGRAM PRODUCT FOR END-USER SERVICE PROVIDER SELECTION (Attorney Docket No. 202664US-8 PROV), and Provisional Application Serial No. 60/268,865 ~~XX/XXX,XXX~~ filed February 16, 2001,

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entitled SYSTEM, METHOD, AND COMPUTER PROGRAM PRODUCT FOR AN
IRREVOCABLE RIGHT TO USE (IRU) MODEM REGISTRATION PROCESS (Attorney
Docket No. 203050US-8PROV), the entire contents of each of which being incorporated
herein by reference.

Please replace the paragraph beginning at page 36 lines 4-15, with the following
rewritten paragraph:

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Once the trouble ticket information has been retrieved from the operations support
system database 705, the process then proceeds to step S1403 where the network engineer
performs a traceroute. Traceroute is a network utility that allows the network engineer to
determine the specific connectivity path between the common data center 301 and the end-
user experiencing a problem. The process then proceeds to step S1404 where the network
engineer "pings" the end-user's IP address. If the ping is successful, the process then
proceeds to step S1404 S1405 where the network engineer obtains device parameters from
the cable modem management information base (MIB) using, for example, a simple network
management protocol (SNMP) GET command. SNMP and MIBs are Internet protocols, as
would be understood by one of ordinary skill in the network art, and are described in detail in
Stevens, W., "TCP/IP Illustrated, Volume 1," Addison-Wesley Publishing Company, Inc.,
1994, the entire contents of which is incorporated herein by reference.
